



# Fortinet Partner Guide Book

EMEA-APAC REGION

2017 – 2018

**FORTINET**®



# Introduction

Dear Partner,

Welcome to the Fortinet channel family. As the leading IT security vendor, we aim to provide our partners with unprecedented growth and profit, while leading with our diverse set of solutions that create the industry’s only fully-integrated cyber security solution, the Fortinet Security Fabric.

Within this book we outline the benefits, programs, and incentives of being a Fortinet partner. In order to fully enjoy these, we suggest registering for the Fortinet Partner Portal. This can easily be granted by your company’s admin contact via the portal. There, you can find more details, up-to-date resources, and the current programs available to our partners.

We hope this book helps you leverage all that the Fortinet Partner Program has to offer.

Should you have any questions, please reach out to your local Channel Account Manager, or contact [international\\_partners@fortinet.com](mailto:international_partners@fortinet.com).

Best Regards,  
The Fortinet Team

Throughout this guidebook, this icon indicates that further information can be found on the Fortinet Partner Portal.

Legal Disclaimer

The content of the Partner Guidebook complements – but does not replace – the Fortinet Partner Program, and the online contract that has been agreed to between your organization and Fortinet.

This manual is not a legal document. We reserve the right to change parts of this guidebook at our discretion. You will be informed of major changes via the Partner Newsletter or your local Fortinet Manager.

# Contents

<b>Introduction</b>	<b>2</b>
Contents	3
<b>Fortinet Partner Program</b>	<b>6</b>
Fortinet’s Global Channel Structure	7
Channel Marketing Assets	8
Communication	8
Promotions & FortiRewards Incentive Program	8
Deal Registration Tool	9
Partner Locator	9
Marketing	10
Regional Marketing Manager	10
Logos & Branding Materials	10
FortiStore	10
<b>Stay Up-to-Date with Fortinet</b>	<b>12</b>
The Fortinet Partner Portal	12
What type of information can I find on the Partner Portal?	13
Fortinet Partner Newsletter	13
40Minutes Partner Webinar Series	14
The Fortinet Knowledge Base	14
The FortiGuard Center and Fortinet Blog	14
Video and Document Library, FortiGate Cookbook	14
Dedicated Partner Tools	15



<b>Try Fortinet Products &amp; Services</b>	<b>16</b>
Demo Unit	16
Evaluation Unit	16
FortiGuard Subscription Trial	17
Interactive Live Demo Center	17
<b>Fortinet Security Services &amp; Support</b>	<b>18</b>
FortiCare Services	18
Visit the Partner Portal for your Security Services and Support Resources:	20
<b>Fortinet Renewal Process</b>	<b>22</b>
Fortinet Renewal Process	22
Your Renewal Tool: Asset Tracking System (ATS)	24
Claims Section	24
Assets Section	25
Serial Number Contract Query Section	25
<b>Customer Support</b>	<b>26</b>
Benefits of using the Partner Support Portal	27
Manage Assets	27
Manage Tickets	27
Manage Users	27
Download Center & Bug Tracker Tools	28
Live Chat Assistance from Customer Service	28

<b>Training &amp; Certification</b>	<b>30</b>
Become a Fortinet Network Security Expert (NSE)	30
8-Level Training & Certification Path	31
Train, Access, Certify	31
NSE – 8 Fortinet Network Security Expert	31
NSE Requirements by Partner Level	32
Train, Assess, Certify	33
Fortinet Learning Institute	34
<b>Public Relations / Analyst Relations Guidelines</b>	<b>36</b>
Press Releases / Case studies	36
Testimonials	37
Industry Analysts	37
<b>Frequently Asked Questions</b>	<b>38</b>
FAQ – Fortinet Partner Program and Partner Portal	38
FAQ – Try Fortinet Products and Services FAQ	40
FAQ – Ordering Process	41
FAQ – Renewal Process and Asset Tracking System (ATS)	42
FAQ – Registration of Services	46
FAQ – Customer Support	48
FAQ Training and Certification	49

# Fortinet Partner Program

THE GOAL OF THE FORTINET PARTNER PROGRAM IS TO ACCELERATE YOUR BUSINESS AND DRIVE UNPRECEDENTED GROWTH AND PROFIT BY DELIVERING SUPERIOR, NEXT GENERATION MULTI-THREAT SECURITY SOLUTIONS TO YOUR CUSTOMERS.

Fortinet connects you to the resources needed to:

- 1 **Accelerate Your Profitability:** We arm partners with the right programs – like deal registration, incentives, and promotions – to drive your profits.
- 2 **Accelerate Your Growth:** We understand that the channel is an extension of our company. We believe in marketing and have invested in marketing programs designed specifically for our partners to drive demand.
- 3 **Accelerate Your Security Leadership:** Fortinet is poised to lead the cyber security market with the industry's fastest and most secure solutions that go beyond traditional security to protect customers everywhere they need to be protected – inside the border and out. As cyber crime evolves, only Fortinet can provide the greatest levels of security and peace of mind for customers in an unpredictable, dynamically changing world.

## Fortinet's Global Channel Structure



Platinum Partners are experts in delivering Fortinet's superior, next generation multi-threat security solutions to their customers and have demonstrated success across all Fortinet technologies. They have full access to Fortinet's solution set and have at least 3 NSE Level-4 on staff to suit any complex deployment requirements and deliver exceptional levels of support and service.



Gold Partners have achieved proven success with Fortinet solutions and are committed to the continued adoption of Fortinet technologies in the marketplace. They deliver the full spectrum of Fortinet's solution set and have a minimum of 2 NSE Level-4 on staff to assist with any variety of implementation needs, whether it's a small branch solution or a core headquarter deployment.



Silver Partners are organizations committed to delivering superior security solutions to their customers. They are interested in enhancing their partnership with Fortinet, and have a minimum technical requirement of having 1 NSE Level-4 on staff. Silver Partners have a working familiarity with Fortinet's low-to-mid range multi-threat security solutions and can deliver the solutions that best fit small to medium business security concerns.



An Authorized Partner level is available for qualifying companies wishing to deliver Fortinet solutions to their customers, and explore the possibility of a more committed Partner Level.

# Channel Marketing Assets

## Communication

See the next section “Staying up-to-date with Fortinet” to discover the many channel tools at your disposition to stay informed on everything from new products and solution launches to the latest promotions and quarterly pricing:

- |                    |                   |                  |
|--------------------|-------------------|------------------|
| Partner Portal     | Knowledge Base    | Document Library |
| Partner Newsletter | FortiGuard Center | Video Library    |
| 40Minutes Webinars | Fortinet Blog     |                  |

## Promotions & FortiRewards Incentive Program



Fortinet helps you grow your business by introducing regular Promotional programs that identify opportunities in

the marketplace, while delivering generous discounts. Offers cover displacement of competitor solutions, trading in for end of life Fortinet products, add-on purchases focusing on Fortinet Advanced Technologies, and more. Promotions are either introduced with validity limited to several quarters, or are long-term with no end-date in site.

We also propose an attractive Reseller Incentive Program, offering cash rewards for selling specific product models. At times rewards are also offered around training requirements. Each quarter a new program is introduced, identifying which purchases or activity are rewarded and for what amount.

A snapshot of the current quarter's promotions can be found in on the Partner Portal. Here you will also find a specific brochure for each promotion, including marketing copy, additional resources to support the offer, and complete terms and conditions.

## Deal Registration Tool

The Deal Registration Tool is available through the Sales Quick Links on the Partner Portal home page, and provides Silver, Gold and Platinum Partners deal protection. Use this tool to register significant deals, and access additional support on both the sales and technical side. Distributors have a view-only Deal Registration access, seeing only deals where they have been assigned “Preferred Distributor” by the Partner. Please note deal registration is only available for certain qualifying countries and partner levels.

## Partner Locator

The [fortinet.com](https://www.fortinet.com) public website features a Partner Locator for the EMEA and APAC regions, helping potential customers find Platinum, Gold and Silver Partners in their country. Please contact your Distributor or local Fortinet Manager should your company name or address change.



*Name changes must be accompanied by an official letter on company letterhead stating the previous and new name.*



# Marketing

## Regional Marketing Manager

Most countries benefit from a Regional Marketing Manager that manages the regional marketing strategy for both the Channel and End User segments.

This individual is your first point of contact for any marketing related-activities, including lead generation campaigns, events, PR, and much more. Should you need assistance with a marketing activity please contact your Regional Marketing Manager.

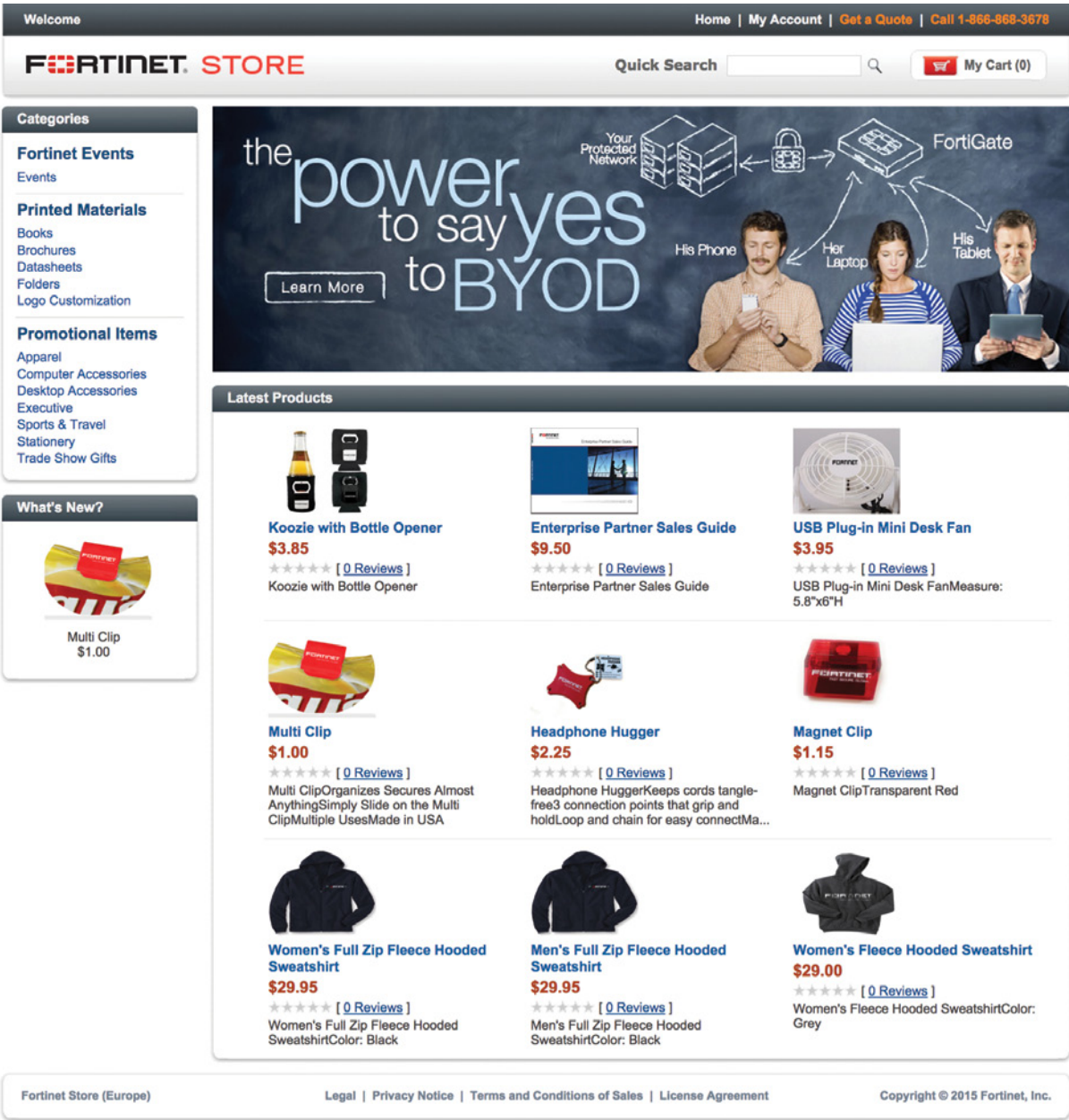
## Logos & Branding Materials

A Fortinet Brand Update provides you with access to our branding assets so you can create and manage campaigns and events. Contact your local Marketing Manager to access Fortinet logos, and branded marketing and event materials. Jpeg and high resolution logos for printing purposes also are available.

## FortiStore

A large selection of Fortinet-branded merchandise ranging from apparel to trade show gifts is available from the FortiStore. Printed materials including brochures, datasheets and logo customization can also be found here.

Access the FortiStore directly.



# Stay Up-to-Date with Fortinet

IN ORDER TO ASSIST YOU IN YOUR SALES AND MARKETING EFFORTS AND TO HELP WITH YOUR TECHNICAL COMMITMENTS, FORTINET PROVIDES NUMEROUS TOOLS:

## The Fortinet Partner Portal

<http://partners.fortinet.com>



The Fortinet Partner Portal houses the Marketing Assets, Pre-sales and Sales Tools that you will need to understand our products & solutions and deliver this information to customers. The Partner Portal is continually being enhanced, so look out for new features and improvements.

The site is password protected and the Fortinet admin/primary contact at your company can grant colleagues access once your Fortinet partner application has been accepted.

## What type of information can I find on the Partner Portal?

In addition to the Quarterly Price Lists, Promotional Offers, Partner Tools & Guidelines, the Partner Portal includes a wealth of tools to help you get the most out of our Partnership's opportunities including:

### Sales Tool

- | Quarterly Price List
- | Corporate brochure & presentation
- | Product guide & matrix
- | Product Documentation
- | Solution Documentation
- | Analyst Reports (Gartner, IDC, etc.)
- | 3<sup>rd</sup> Party Test Results (NSS Labs, etc.)

### Marketing Assets

- | 40Minutes Webinars
- | Videos
- | Branding Guidelines
- | Logos

### Pre-Sales Tools

- | Document Library
- | How to Video Library
- | Demo Center
- | Fortinet Diagnose WIKI

**Direct Access to your key interfaces:** Learning Institute Site for Training & Certification, Renewal Asset Tracking System, Deal Registration Tool (for qualifying countries and partner levels), Customer Support site and Web Chat.

## Fortinet Partner Newsletter

The monthly Partner Newsletter is sent to all Partner contacts, and highlights promotional, sales & marketing, product and corporate news, amongst other topics.

## 40Minutes Partner Webinar Series

40Minutes is an educational webinar series exclusively for Partners. Live sessions present new solutions, product updates, and solution sells. The sessions are presented by Fortinet Product Directors and Systems Engineers. Extensive Q&A exchanges follow the presentation, allowing you to ask questions directly to our product experts.

Presentations and recording of past sessions can be found on the Partner Portal under Sales.

## The Fortinet Knowledge Base

<http://kb.fortinet.com/kb/microsites/microsite.do>

The Fortinet Knowledge Base (KB) provides quick and straightforward access to our technical expertise with content that can be made available globally within seconds. A powerful natural language search engine is featured, which facilitates finding relevant information within the mass of documents published about botnets, web filtering, app control and more.

Questions relating to the KB can be sent to [kb@fortinet.com](mailto:kb@fortinet.com)

## The FortiGuard Center and Fortinet Blog

For over 10 years, we have built an in-house industry-leading dedicated security research team, FortiGuard Labs, which oversees all of Fortinet’s security services. The FortiGuard Center follows the latest developments in botnets, web filtering, viruses, app control, intrusion, vulnerability, and more.

<http://www.fortiguard.com>  
<http://blog.fortinet.com>

The Fortinet blog features security research, industry trends, Q&A and more.

## Video and Document Library, FortiGate Cookbook

<http://video.fortinet.com>  
<http://docs.fortinet.com>

Watch how-to and product videos, organised by product or function on the Video Library. Download reference manuals, release information and hardware manuals in the Document Library.

Both of these libraries feature the FortiGate Cookbook, which contains a variety of step-by-step examples of how to integrate a FortiGate unit into a network and apply features such as security profiles, wireless networking, and VPN.

## Dedicated Partner Tools

(tools detailed in corresponding section of this guide)

CHANNEL AND MARKETING	<b>Sales &amp; Pre-sales tools, Marketing Assets</b> It starts here with all the assets you need to work with and sell Fortinet Solutions. The portal also allows you to access your key interfaces. <a href="https://partnerportal.fortinet.com">https://partnerportal.fortinet.com</a>
CHANNEL INFO	<b>Partner Locator</b> Visibility of our Distributors, Authorized Training Centers, Platinum, Gold and Silver Partners on the <a href="http://fortinet.com">fortinet.com</a> public website.
SUPPORT CONTRACT	<b>S/N Query</b> Check support contract status in one click (available from Partner Portal) <b>Asset Tracking Tool</b> Manage your renewal assets in order to optimize your upcoming revenues. (available from Partner Portal)
TRAINING	<b>Fortinet Learning Institute</b> Direct access to the course descriptions, availability, schedules and locations of our training programs (available from Partner Portal) <a href="https://www.fortinet.com/support-and-training/training/network-security-expert-program.html">https://www.fortinet.com/support-and-training/training/network-security-expert-program.html</a>
TECHNICAL SUPPORT	<b>Knowledge Base</b> Simplifies and quickens access to Fortinet’s technical knowledge. <a href="http://kb.fortinet.com/kb/microsites/microsite.do">http://kb.fortinet.com/kb/microsites/microsite.do</a> <b>Ticketing System</b> Get priority answers by opening your ticket via the Partner Portal.
VIRUS UPDATE	<b>FortiGuard Center</b> Important news, information and commentary on the security threat landscape. <a href="http://www.fortiguard.com">http://www.fortiguard.com</a>
CHANNEL INFO	<b>Partner Locator</b> Visibility of our Distributors, Authorized Training Centers, Platinum, Gold and Silver Partners on the <a href="http://fortinet.com">fortinet.com</a> public website.





# Try Fortinet Products & Services

## Demo Unit

Your distributor can offer approved Fortinet resellers the possibility to purchase demonstration equipment through a specific program which provides a discount on units purchased specifically for demonstration purposes. Demo units are provided with 1 year 8X5 support for free.

Please check the Policy Section on the Partner Portal for complete terms and conditions.

**IMPORTANT:** Units which were not originally purchased as demo units cannot be converted into demo units after the original purchase.

## Evaluation Unit

### ONLY FOR IDENTIFIED PROJECTS:

Evaluation units are destined for resellers that have an identified project with a prospect, which would like to evaluate Fortinet products prior to purchase. The evaluation unit is delivered under certain conditions, validated by your Fortinet local representative.

Prior to the release of any evaluation unit, you or your customer must sign an evaluation agreement.

Please check the Policy Section on the Partner Portal for complete terms and conditions.

## FortiGuard Subscription Trial

In the support section on the Partner Portal, log in and under Asset Management, click Manage/View Products and select a serial number from the Product List.

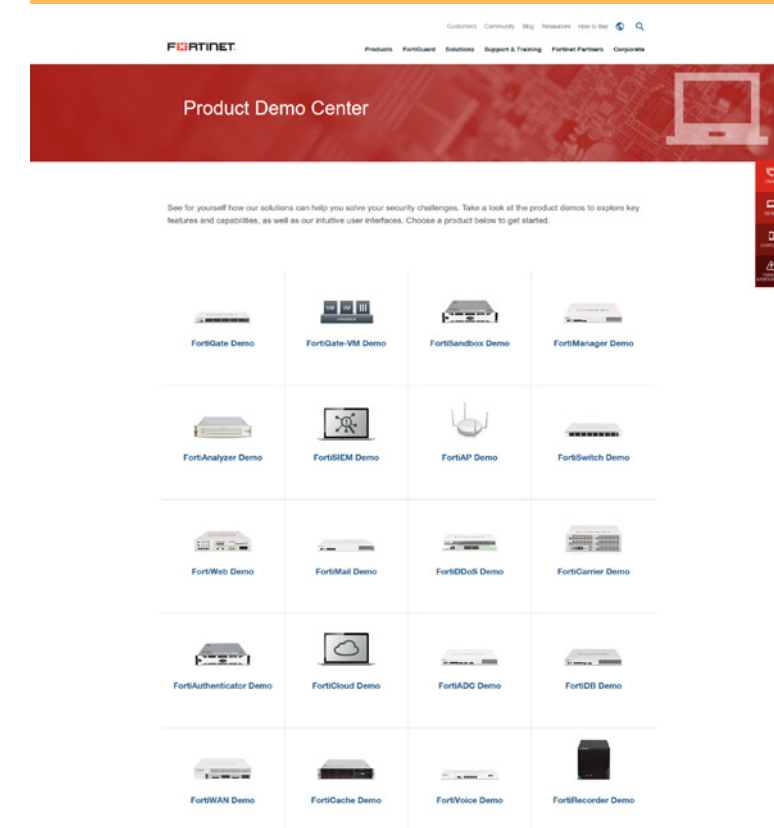
Then click FortiGuard Trial to choose the services you wish to evaluate.

## Interactive Live Demo Center

Our online Product Demo Center brings you and end users free, instant access to all major Fortinet products. Try products online and explore capabilities, discover features and the graphical user interface (GUI), and perform basic configuration.

Become familiar with and demonstrate core Fortinet products including FortiGate, FortiAnalyzer, and FortiManager, FortiADC and FortiSandbox. Over 20 Fortinet solutions can be tried. The demos are available 24 / 7, and do not require download.

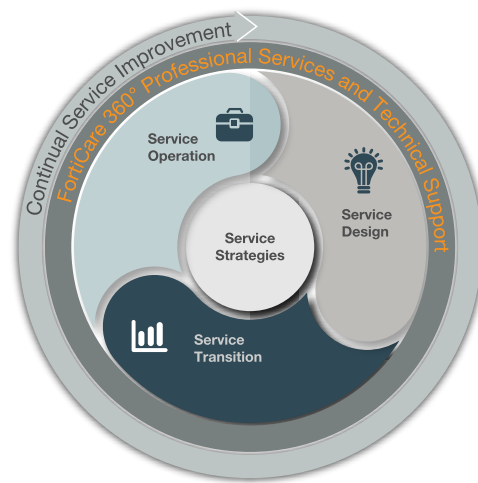
<https://www.fortinet.com/demo-center.html>



# Fortinet Security Services & Support

## FortiCare Services

Our FortiCare Services philosophy is to provide our security expertise when and where you need it. FortiCare Services are available to accompany you throughout the life cycle of your security projects with support delivered by a global team available every minute of every day. FortiCare Technical Support Services are aimed at reducing the impact of network incidents through the provision of product support by security experts combined with flexible hardware replacement options. Our Premium and Professional services provide unparalleled security expertise as an enabler to your success, by ensuring your



Fortinet solutions are performing optimally, protecting corporate assets with the best security technology available

## FortiCare Life Cycle Services

FortiCare Services are designed to support our customers throughout the life cycle of an existing or new security infrastructure, providing the know-how and support, so that you can implement and operate our products secure in the knowledge you are making the full use of their capabilities and have the right support on hand when you need it.

FortiCare Technical Support Services are essential for the operational phase to maintain your Fortinet infrastructure and assure optimal and efficient operation. It provides for access to technical support experts, upgrades to firmware and flexible hardware replacement services.

**FortiCare Premium Services** minimizes operational downtime by providing fast incident resolution when a problem occurs and working closely with you to plan, test and implement service transitions.

**FortiCare Professional Services** assist in the design and transition phase by providing expertise and experience to assist

you in implementing the best possible security protection Fortinet's products and solutions can deliver.

Our **Global Customer Services and Support (GCSS)** team which comprises: Customer Services, Technical Support and Professional Services is the customers single point of contact for all service and support requirements. Fortinet has made strategic investments to ensure a best in class global infrastructure staffed by experts with the aim of assisting our customers to deliver successful projects. The GCSS organization is spread across three regional Centres of Expertise (COE) focused on delivering technical and service excellence. Each COE is supplemented by regional support centres providing additional language and geographical coverage to best address our customers' needs.

## FortiCare Technical Support

FortiCare Technical Support provides global support on a per product basis. By subscribing to these services, organizations are ensured a timely response to any





## Visit the Partner Portal for your Security Services and Support Resources:

- | FortiCare 360° Brochure
- | FortiCare 360° Sales Presentation
- | FortiCare Datasheets
- | FortiCompanion to RMA Services
- | FortiCompanion to Technical Support
- | Professional Services Migration methodology
- | ...and more under Support/Policies & Documents

For complete details of all FortiCare services please see the Support area on the Fortinet website.



technical issue as well as complete visibility on ticket resolution progress. All FortiCare support services include: firmware upgrades; access to the support portal and associated technical resources; reporting on technical incidents (via the web, chat and telephone); as well as a hardware return option.

### **FortiCare 8X5**

Provides access to technical support via the web portal, online chat system and via the telephone. The service also includes a return and replace service for hardware failures. This service allows fast and easy written access to technical support requests.

### **FortiCare 24x7**

The 24x7 service includes access to technical support on a 365x24x7 basis as well as an advanced replacement service for hardware failures. This service provides the assurance of around the clock coverage and fast turnaround for replacement of defective hardware.

### **FortiCare 360°**

FortiCare 360° Support Service includes all the services FortiCare 24x7 Support Service offers and provides customers a recurring health check with a personalized monthly audit report of their FortiGate and FortiWiFi appliances. As part of the service, Fortinet proactively performs device environmental and performance audits for the contracted FortiGate and FortiWiFi appliances. Based on the audits, specialized Fortinet engineers provide recommendations intended to help avoid unplanned service disruptions and detect problems before they affect performance.

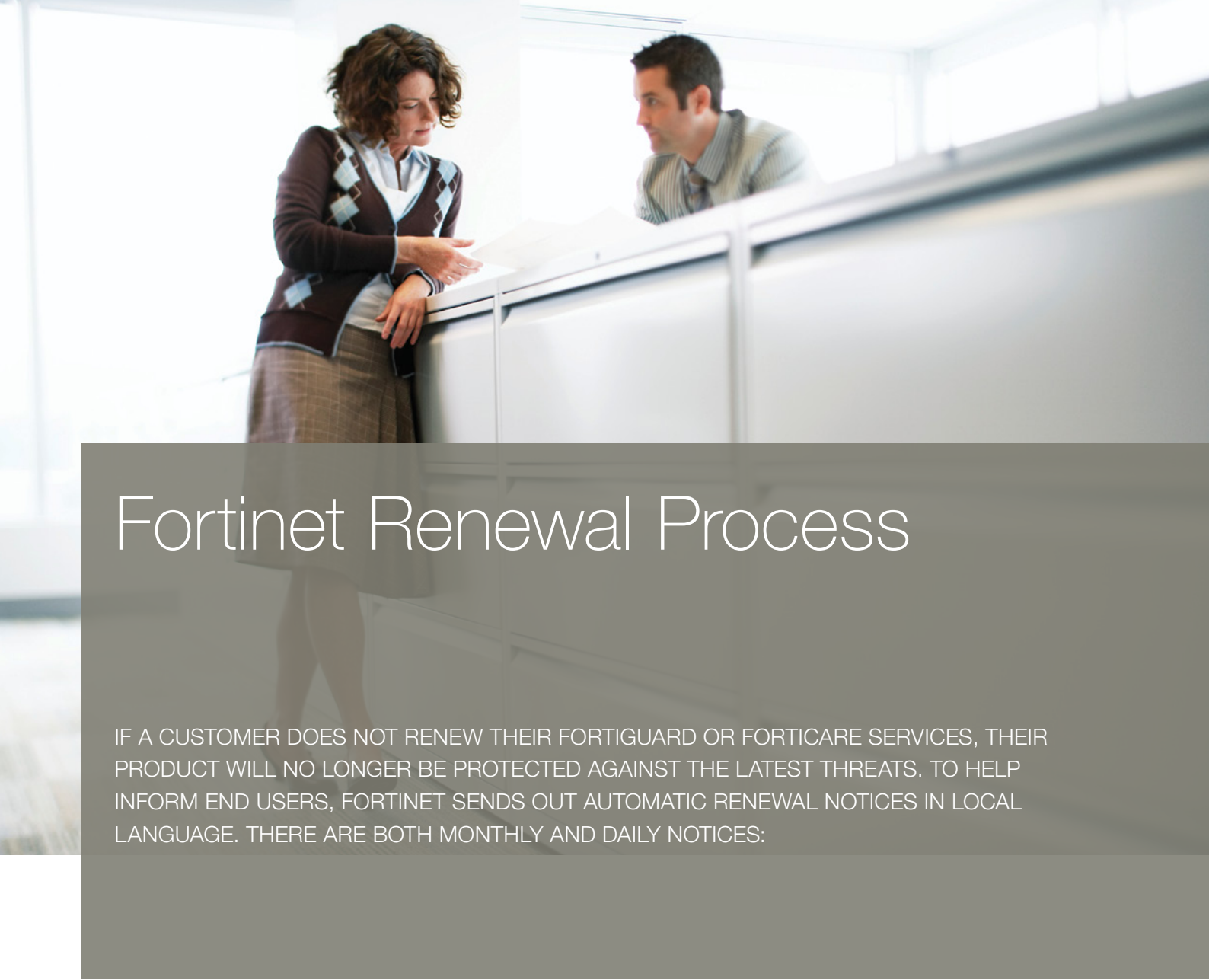
**FORTINET**

PROVIDE REAL-TIME VISIBILITY  
TO CYBER ATTACKS ON YOUR WEBSITE

Recommended by NSS Labs

CO-BRAND OUR THREAT MAP.  
LEARN HOW BY LOGGING ON TO THE  
PARTNER PORTAL ON

<http://partners.fortinet.com>



# Fortinet Renewal Process

IF A CUSTOMER DOES NOT RENEW THEIR FORTIGUARD OR FORTICARE SERVICES, THEIR PRODUCT WILL NO LONGER BE PROTECTED AGAINST THE LATEST THREATS. TO HELP INFORM END USERS, FORTINET SENDS OUT AUTOMATIC RENEWAL NOTICES IN LOCAL LANGUAGE. THERE ARE BOTH MONTHLY AND DAILY NOTICES:

## Fortinet Renewal Process

**Monthly notices** are sent the first Tuesday of each month 3, 2 and 1 month before service expiration (unless the expiration date is the first day of that month, in which case we send the notice on the first Wednesday). All units from an account that are to expire during a specific month will be mentioned in the same email.

**Daily notices** are sent 15 days before service expiration, the day off expiration and 30 days after service expiration. All units from an account that are to expire on a specific day will be mentioned in the same email.

The renewal notices are also divided into three categories: End of Sale (EOS), FortiOS5 upgrade, and regular renewal notices.

Here is an example of a regular renewal notice sent 1 month before service expiration:

Attention: Your Fortinet Security Services Will Be Expiring Soon

Dear Fortinet Customer,

Our records show that one or more of your Fortinet services will expire in the month of Dec, 2016. It is vital that you maintain your security subscriptions to have the best protection in this ever-evolving threat landscape. Please be aware that any lapse in service will require coverage be renewed back to the contract expiration date.

To renew your subscription service(s), please contact your authorized Fortinet reseller. If you are experiencing problems with contacting your reseller for renewal, you can also email us at [renewals\\_emea@fortinet.com](mailto:renewals_emea@fortinet.com).

Company Name: XY  
Phone Number: +00123  
E-Mail Address: [test@test.com](mailto:test@test.com)  
Reseller: official Fortinet Reseller

Product Serial Number: FGT60Dxxxxxx Model: FortiGate 60D

Product Description: Test Unit

Product Support Coverage

Support Type	Support Level	Expiration Date
Hardware Coverage	Advanced HW	Dec-10-2016
Firmware & General Updates	Web / Online	Dec-10-2016
Enhanced Support	24x7	Dec-10-2016
Telephone Support	24x7	Dec-10-2016
Virus Definitions Updates	Web / Online	Dec-10-2016
Next Generation Firewall	Web / Online	Dec-10-2016
FortiGuard Web Filtering	Web / Online	Dec-10-2016
FortiGuard AntiSpam	Web / Online	Dec-10-2016

You can view details of your registered products at any time by logging into the Fortinet support portal at: <http://support.fortinet.com/>. Your login credentials to the Fortinet support portal were provided at the time of registration. If you have misplaced or forgotten your login credentials, a password recovery tool is also available on the site. If you require further support portal related assistance, please contact [cs@fortinet.com](mailto:cs@fortinet.com).

The Fortinet Renewal team also telephones end-users before expiration to remind them to renew their services, and to advise them on what services they may need. Fortinet will then inform the reseller about the customer's desire to renew its services.Subsequently, the Fortinet renewal team verifies if the services have indeed been renewed.



# Your Renewal Tool: Asset Tracking System (ATS)

Fortinet has developed the Asset Tracking System renewal tool for our Partners, in order to help you:

- | Save time
- | Improve your renewal rate
- | Improve your renewal income

This system enables you to save time and increase your renewal income with the following functions:

- | Keep easy track of your units
- | View FortiCare/FortiGuard contract information
- | View individual unit information
- | Keep track of upcoming renewals
- | Find Upgrade/UpSell Opportunities for sales campaigns
- | Extract easy and relevant reports

Available on the Partner Portal, click on « **RENEWAL TRACKING** » to access the ATS.

## Claims Section

NEW CLAIMS ONLINE	Allows you to claim units by customers.
NEW CLAIMS IN BATCH	Allows you to claim units for several customers all at once.
QUERY MY CLAIMS	Allows you to search all your units claimed. Search by Serial Number, Claimed date, Customer name, Reseller name, Comment and Status.

## Assets Section

QUERY MY ASSET	Allows you to view one specific or all your assets (please click on submit) for which your reseller name has been chosen during the registration process. Possibility to export results in an excel file.
UPCOMING RENEWALS	Allows you to have an upcoming renewal overview of all units for which yourreseller name has been chosen during the registration process. Possibility to export results on an excel file.
UPSELL OPPORTUNITIES	Allows you to find the units where an up sell or upgrade can be done.
SEARCH OPTION	Search by Support Type, Level of Support, and Product Model. Possibility to export results in an excel file.

## Serial Number Contract Query Section

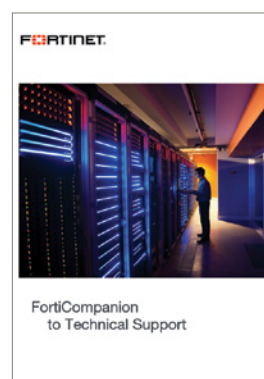
SERIAL NUMBER	Allows you to view all serial number information. No End User details will be displayed.
CONTRACT NUMBER	Allows you to view all contract information. No End user details will be displayed.
LICENSE NUMBER	Allows you to view license information for VM products. No End user details will be displayed.

# Customer Support

TO UNDERSTAND FORTINET CUSTOMER SUPPORT, PLEASE REFER TO THE FORTICOMPANION TO TECHNICAL SUPPORT, FORTICOMPANION TO RMA HANDBOOK, TICKET CREATION GUIDE AND FORTICARE TERMS AND CONDITIONS.

These important resources are all available on the Partner Portal under Support/Policies.

**IMPORTANT:** Always open your online support tickets when logged into the Partner Portal to get priority help as a Partner.



## Benefits of using the Partner Support Portal

The Partner Support Portal allows you to manage assets, tickets, and users, and use tools including the download center, bug tracker, and live chat assistance with customer service. Here is more detail on what exactly you can do:

### 1 Manage Assets

The Support Portal allows you to manage assets in the following way:

- | Connect existing accounts or create accounts to organize assets
- | Register assets per accounts, per End-User, per project,...
- | Use product description field and address field to further track assets
- | Manage assets, create and export reports using either:
  - | Global view (all accounts)
  - | Account view

### 2 Manage Tickets

- | All tickets can be worked on by any of your company members
- | Ticket updates are recorded with the name of the person who contributed
- | Create ticket reports to review ticket quality & performance

- | Choose to share ticket visibility with end user or to maintain privacy
- | Control End-User permissions to create tickets with Fortinet
- | Choose to be notified when end users create tickets with Fortinet

### 3 Manage Users

- | All members of your company have full access through [partners.fortinet.com](https://partners.fortinet.com)
- | Specific members of your company can have admin permissions to create additional user accounts via [partners.fortinet.com](https://partners.fortinet.com)
- | All members of your company can manage end users access
- | End-Users should login from [support.fortinet.com](https://support.fortinet.com)
- | Ticket visibility for end users can be restricted based on request type
- | Asset management for End-Users can be restricted by serial number



4 Download center & Bug Tracker Tools

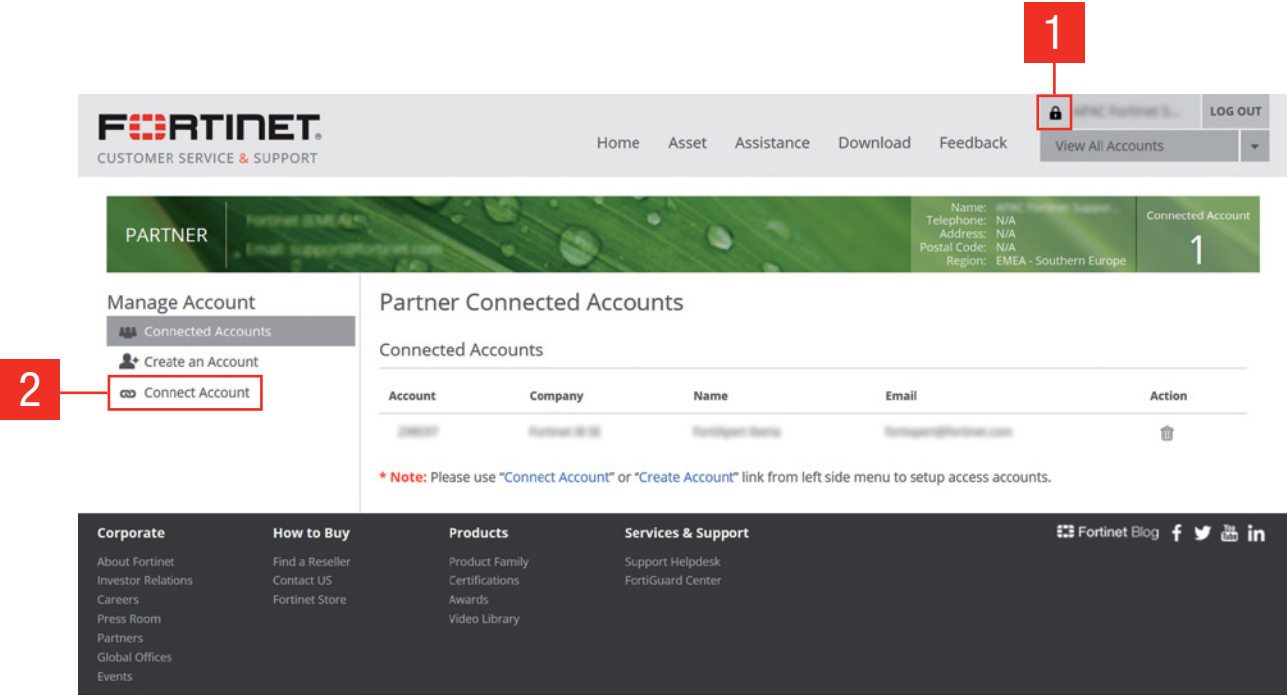
- | Download Center provides full access to all Fortinet public software, no download restriction
- | FortiGuard service updates are also available for download
- | The Bug tracker allows search through active bugs being tracked by the Global Technical Support organization
- | The Bug Tracker tool is only available to Fortinet Partners and is aimed to facilitate your work

5 Live Chat Assistance from Customer Service

- | Chat live with Fortinet customer service when logged on as a Partner via your portal access.

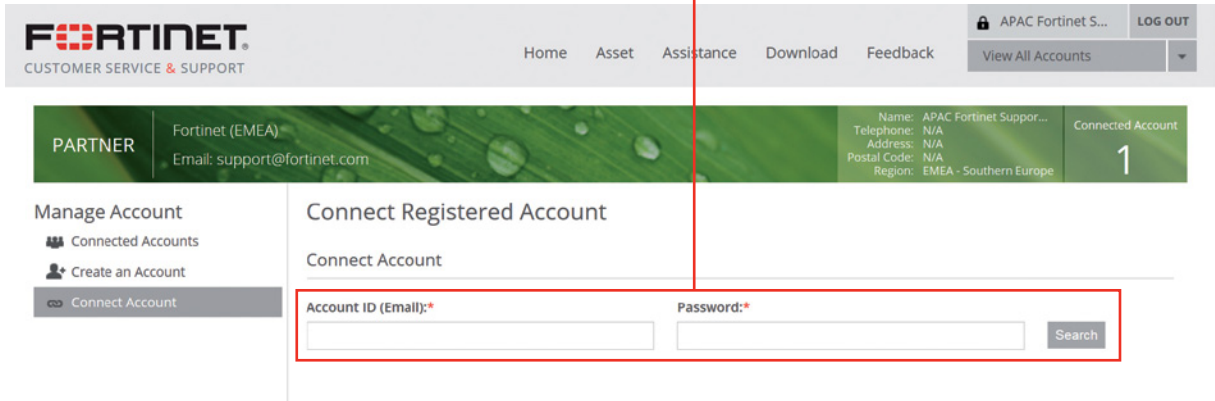
Please login to the Partner Portal for Policies related to Support:

- | [Fortinet End of Life \(EOL\) Policy](#)
- | [Warranty and Registration of Services](#)



Type here the login and password that you usually type at support.  
**fortinet.com**

Note: Once connected, this login will no longer be accessible from support. fortinet.com, therefore please ask the end user to create you your own credentials before doing the connect. End users can create sub-accounts in order to give you those credentials.





## Training & Certification

# Become a Fortinet Network Security Expert (NSE)

The Fortinet Network Security Expert (NSE) is an 8-level certification program designed for technical professionals interested in independent validation of their network security skills and experience. The program includes a wide range of self-paced and instructor led courses, as well as practical, experiential exercises that demonstrate mastery of complex network security concepts. Partners have important certification requirements based on their Partner level.

## 8-Level Training & Certification Path

The NSE 8-Level Path includes sales & solution and technical training that is FREE of cost to Partners. NSE certification will help you validate your network security skills and experience, demonstrate value to current and future clients. Leverage Fortinet's full range of network security products, consolidate solutions, and reduce risk as a partner, accelerate sales and offer new services.



## Train, Access, Certify

NSE's 8 Levels are comprised of Sales & Solutions Training, and Technical Training. NSE 1 – 2 focus on Sales & Solutions, while NSE 3 – 8 cover technical topics. Successful completion of the NSE Program involves meeting the following objectives for each step of the program.

### NSE 1

Develop a foundational understanding of network security concepts.

### NSE 2

Develop the knowledge and skills required to sell Fortinet gateway solutions.

### NSE 3

Develop the knowledge and skills required to sell Fortinet advanced security solutions.

### NSE 4

Develop the knowledge and skills of how to configure and maintain a FortiGate Unified Threat Management (UTM) appliance..

### NSE 5

identifies your ability to use Fortinet's Security Management and Analysis products. NSE 5 builds on the NSE 4 FortiGate-focused pre-requisite, instructing on the FortiManager and FortiAnalyzer solutions.



NSE 6

Develop a detailed understanding of how to implement network security management and analytics.

NSE 7

Demonstrate ability to troubleshoot Internet security issues.

NSE 8

Demonstrate ability to design, configure, install, and troubleshoot a comprehensive network security solution in a live environment.

The following chart (on other page) provides more details on each level, including specific modules and requirements. Visit the [Fortinet Website](#) for a complete in-depth description of each level here.

NSE Requirements by Partner Level

Partners have important certification requirements depending on their Partner Level. The chart below shows the requirements by which all Partners must abide should they wish to keep their Partner Level. You can check your NSE certificates on the Partner Portal. Login and go to “My Profile”, navigate to the bottom of the page click “My NSE Certifications”.

		AUTHORIZED	SILVER	GOLD	PLATINUM
SALES	NSE 1	1	1	2	3
	NSE 2	1	1	2	3
	NSE 3				1
TECHNICAL	NSE 4		1	2	3
	NSE 5			1	2
	NSE 6			1	4*
	NSE 7			1	1
	NSE 8				1

\*\* At least 4 courses

Train, Assess, Certify

Level	Description	Coursework / Courses	Requirement / Mode	
NSE 1	Network Security Technology Foundations	<ul style="list-style-type: none"><li>Data Center Firewall</li><li>Next Gen Firewall</li></ul>	<ul style="list-style-type: none"><li>UTM</li><li>Application Security</li></ul>	Solutions & Sales Training
NSE 2	Network Security Core Solutions	<ul style="list-style-type: none"><li>FortiGate Overview</li><li>Enterprise Edge/Branch</li><li>Data Center</li></ul>	<ul style="list-style-type: none"><li>Distributed Enterprise / SMB</li><li>Cloud &amp; SDN</li><li>FortiGuard Services</li></ul>	
NSE 3	Network Security Advanced Solutions <i>Fortinet Network Security Associate</i>	<ul style="list-style-type: none"><li>Web Application Firewall</li><li>Secure Email Gateway</li><li>DDoS Protection</li></ul>	<ul style="list-style-type: none"><li>Advanced Threat Protection</li><li>Wireless LAN / WAN</li><li>Application Delivery</li></ul>	
NSE 4	Network Security Systems Configuration and Administration <i>Fortinet Network Security Professional</i>	Complete FortiGate Security Systems I & II classes		Technical Training
NSE 5	Network Security Systems Management and Analysis <i>Fortinet Network Security Analyst</i>	FortiManager & FortiAnalyzer classes		
NSE 6	Network Security Advanced Products Configuration and Administration <i>Fortinet Network Security Specialist</i>	<ul style="list-style-type: none"><li>FortiWeb (WAF)</li><li>FortiMail</li></ul>	<ul style="list-style-type: none"><li>FortiDDoS</li><li>FortiSandbox</li><li>FortiAuthenticator</li><li>FortiAP</li><li>FortiADC</li></ul>	
NSE 7	Network Security Systems Diagnostics and Troubleshooting <i>Fortinet Network Security Troubleshooter</i>	FortiGate Troubleshooting class		
NSE 8	Network Security Expert <i>Fortinet Network Security Expert</i>	Experiential learning, no formal coursework		



## Fortinet Learning Institute

The Fortinet Learning Institute is the web platform for Fortinet training and certification, and the NSE Certification Path. Available through the Partner Portal, all self-paced online trainings are available from this site, as is the ability to enrol for trainings and non-proctored exams.

Fortinet offers a variety of training formats to fit your specific needs:

| Instructor-led Training (ILT): taught in a live classroom environment that provides a dynamic interactive experience and hands-on labs to help you become competent and confident in your network design and management. ILT classes may be taught by Fortinet staff at a Fortinet location, contracted training center, or privately on-site at your location.

| Free Real-Time Online (RTOL): courses provide the dynamic interaction of live instruction while

avoiding the cost and time associated with travel to a remote site. Using distance learning and a virtual lab, RTOL classes provide the dynamics of a classroom with the flexibility of the Internet.

| Free Self-Paced Online: courses and modules offer the ultimate flexibility as they are always available on the Learning Institute, and can be followed at your convenience.

| Local language classes at our network of Authorized Training Centers. ATCs are conveniently located throughout the world and offer hands on training on Fortinet products. Check the Partner Locator on [fortinet.com](https://www.fortinet.com) for the ATC nearest you.

*After you receive your Partner Portal log-in credentials for the first time, it may take up to 48 hours for your Learning Institute access to work.*





# Public Relations / Analyst Relations Guidelines

THE FOLLOWING ARE FORTINET'S GUIDELINES RELATED TO PUBLIC AND ANALYST RELATIONS. THE PURPOSE OF THESE GUIDELINES IS TO ENSURE THAT FORTINET'S BRAND AND POSITIONING ARE DESCRIBED CONSISTENTLY AND APPROPRIATELY IN ALL PARTNER COMMUNICATIONS, IN ORDER TO DELIVER A CONSISTENT AND PROFESSIONAL MESSAGE EXTERNALLY.

## Press Releases / Case studies

Because Fortinet has numerous partners around the world, we generally do not issue our own press release announcing new partnerships with local resellers but rather encourage our partners to do so. Fortinet may of course support any partner announcement by providing a quote or testimonial.

Customer references are key to the market validation of Fortinet's technology and solutions. We therefore encourage partners

to identify customers who would be willing to publicize their security deployment based on Fortinet's solutions and the partner value-added services. Customer win announcements or case studies are great vehicles for promoting our partnership and for highlighting both parts' roles in the customer's success.

Communication involving Fortinet's name and solutions is limited to partners, who have a signed contract with us.

**IMPORTANT:** Please be advised that Fortinet must review and approve all partner press releases that include Fortinet name, discuss Fortinet solutions or the business relationship with Fortinet, prior to their distribution.

## Testimonials

Fortinet endeavors to assist its partners in their marketing/communications activities and welcome partners' requests for Fortinet participation in their public announcements. Fortinet will attempt to provide partners with suitable executive quotes upon partner's request. Please provide as much lead-time as possible, with a minimum of 5 business days, in making such requests.

### Details on Press Release & Quote Review Process

- 1 Partners will take responsibility for drafting the initial press release
- 2 The draft of the release should be sent to the Fortinet local Channel Manager, who will share it with the Public Relations department for review and approval
- 3 When sharing the press release draft, partners should specify the following information:
  - | Target timeline for release review
  - | Target release date (date subject to Fortinet PR approval)
  - | Area of distribution
  - | Primary contact information.

4 The Fortinet PR staff will review the release and send it back to the primary contact for comments and feedback

5 Upon agreement with the primary contact on the final draft of the release, the Fortinet Public Relations manager will submit to Fortinet legal approval.

6 After receiving final Fortinet legal approval, Fortinet will send a final version of the release to the primary contact for media distribution. Please note that Fortinet reserves the right to post partners' press releases on its Website.

## Industry Analysts

Fortinet has global contracts with the main industry analyst firms and maintains ongoing relationships with industry analysts in the different regions across the globe. If you receive inquiries on Fortinet from an industry analyst, please direct him/her immediately to your local Fortinet Country Manager who will inform the PR team.

Please be aware that, according to our corporate guidelines, specific revenue numbers should not be unveiled to industry analysts or media. If you have any questions related to the type of information partners are allowed to communicate on, please contact us.



# Frequently Asked Questions

## FAQ – Fortinet Partner Program and Partner Portal

### How do I access the Partner Portal? What is a Primary or Admin Contact?

Login information (user name and password) to access the Partner Portal is provided to the individual that submitted your company's Fortinet Partner application, once your company has been accepted to the FortiPartner Program. This person is automatically assigned the "primary" or "admin" contact for your organization. This admin/primary contact can add additional colleagues to your company, and grant access to the Fortinet Partner Portal. Your company should have 1 – 4 Primary contacts, depending on your size and involvement with Fortinet. Should your primary contact leave your company, be sure to contact your local Fortinet manager about assigning a new contact.

### How do others in my organization access the partner Portal?

All employees at your organization are eligible to access the Partner Portal. To grant access, the primary/admin contact goes to the "My Profile" section of the Partner Portal, and clicks "Account Profile", then select "Manage Team Members" (this is a list of all associates at your

organization that have contact to the Partner Portal). Then click "Add a Team Member" and enter their details. Next click "Add Member" to activate their portal access. Credentials will be sent automatically by email.

Alternatively a contact can visit the Partner Portal home page <https://partnerportal.fortinet.com> and request credentials directly (however this will be routed to the Admin/Primary contact to approve).

### How do I recover a lost partner password?

Please visit the Partner Portal home page <https://partnerportal.fortinet.com> and click "Forgot Your Password?".

### How can I receive the Partner Newsletter?

All Partner contacts in our database receive the Partner Newsletter. If you are not receiving this monthly email communication you are either not registered in our database, your email address is blocked by our emailing platform, or the communication is being sent to your spam folder. Please contact [international\\_partners@fortinet.com](mailto:international_partners@fortinet.com) to explore.

### Do I have to use [partners.fortinet.com](https://partners.fortinet.com) for opening a technical ticket?

Yes. As a partner, the only way to have priority in the treatment of your tickets is to open a technical ticket via <https://partnerportal.fortinet.com> under your Partner credentials. This is very important.

### Why is my company not listed on the Fortinet.com Partner Locator?

The Partner Locator displays Platinum, Gold, and Silver Partners, authorized Partners are not displayed. If your level should be displayed and is not, please contact your Distributor or local Fortinet office.

### How do I obtain an official letter/certificate confirming my partnership with Fortinet?

Please contact your local Fortinet manager, who can quickly produce this official document for you.





## FAQ – Try Fortinet Products and Services FAQ



### What services do I have with a demo unit?

All demo units come complete with Fortinet's 8X5 FortiCare (support and maintenance) and FortiGuard services for 12 months from the time of shipment. These services are automatically activated upon unit registration.

### I would like to resell a demo unit to a customer as a standard unit, what is the procedure?

You can resell a demo unit 12 months after the original shipping date. Upon the resale of any demo unit, you must notify

Fortinet and services will be deactivated. Please send an email to [cs@fortinet.com](mailto:cs@fortinet.com) specifying the serial number of the unit and contact details of your customer. After resale, support, maintenance and subscriptions will have to be purchased as renewals by your customer.

### What is the difference between an evaluation unit and a demonstration unit?

A demo unit is purchased and owned by the reseller. An evaluation unit is owned by Fortinet. Fortinet can make an evaluation unit available for identified project for a limited period of time, after which the unit must be returned to Fortinet.

### I would like to propose to my customer to evaluate a unit prior to the purchase. What is the procedure?

You must contact your Fortinet local contact and submit your demand. After approval, you or your customer will sign an evaluation agreement.

The evaluation agreement includes the term of the evaluation period and a statement that if the unit is not returned to Fortinet within 10 days after the expiration of the term, if not extended, you will be responsible for payment of the full list price of the unit(s).

For more information, please refer to the section "Evaluation Units".

### Can I try FortiGuard services?

Yes. The trial period can be arranged online at <https://support.fortinet.com>. Enter login and password, select "View Products" and choose the unit you would like to trial the services on during a one month period. Then click on "Try It".

## FAQ – Ordering Process

### Why respect of export control rules is important?

There are stiff civil and criminal penalties for U.S. and foreign parties violating U.S. export laws. Criminal penalties for willful violations currently include possibility of imprisonment for 20 years and fines of up to \$1 million per violation or twice the value of the export, whichever is greater. Civil penalties can include significant fines and/or loss of export privileges. Collateral effects of violations can result in adverse publicity, exclusion from participation in U.S. Government contracts, and restrictions on export/importing into and out of the United States. Violations of laws, regulations, rules and orders may subject the violator (you) to individual criminal or civil liability.

### What do I have to do if I want to export Fortinet products?

As a FortiPartner, you are responsible for exporting/importing Fortinet products in accordance with the requirements of the U.S. Export Administration Regulations, and applicable local/foreign regulations. Factors, such as the specific product, end-user, end-use and country of ultimate destination, may affect the export licensing requirements. You are urged to consult the U.S. Export Administration Regulations, the Bureau of Industry & Security's Export Counseling Division, Customs, and other appropriate resources such as an attorney or consultant specializing in trade compliance before exporting/importing Fortinet's products.

Please direct any inquiries to [exportalert@fortinet.com](mailto:exportalert@fortinet.com)

### Where can I find documents related to export control and regulatory compliance?

Visit Partner Portal access the Sales area, under Policies, Compliance & more.

### Are End User details required in a Purchase Order? What else is mandatory?

In order to facilitate a smooth ordering process, the details below need to be provided to your distributors in all POs:

- | End User Company and contact details
- | Product description – Product code
- | Quantity
- | Unit price
- | Discount applicable
- | Promotion reference if applicable

For a contract renewal PO, please add the serial number of the unit.

## FAQ – Renewal Process and Asset Tracking System (ATS)

### What is the renewal process within Fortinet?

1. A renewal notice is sent 90, 60, 30 and 15 days before the contract expiration date, the day of contract expiration and 30 days after contract expiration to the main account address and the subaccount address (if the subaccount has been privileged to receive renewal reminders).
2. The Fortinet Renewal team also calls end users before contract expiration to remind them to renew their services and to advise on what services they may need.
3. Fortinet will then inform the reseller about the customer's desire to renew its services.
4. Subsequently, the Fortinet renewal team verifies if the services have indeed been renewed.

For more information contact the renewals team at: [renewals\\_emea@fortinet.com](mailto:renewals_emea@fortinet.com)

There is also a separate renewals guide available on the Partner Portal. Navigate to the « **SALES** » area, then, « **TOOLS FOR SUCCESSFUL SELLING** » and here you will find the guide.

### What is the FortiCare/FortiGuard Continuous Service Policy?

1. When a customer does not renew by the expiration date, then a lapse in the service period occurs.
2. Lapses in service will require coverage back to contract expiration date in order to maintain continuous service coverage.
3. The maximum back coverage is limited to six months.
4. For example, if the expiration of the contract is January 30<sup>th</sup>, 2016 and a 1-year renewal is purchased and registered on September 30<sup>th</sup>, 2016, then the remaining service period will be through March 30<sup>th</sup>, 2016 and not January 30<sup>th</sup>, 2017.

### Which services/products are affected by the Continuous Service Policy?

- | Standalone products – retro-active date
- | Forticare standalone service contracts renewals – retro-active date
- | Forticare and Fortiguard bundled service contracts renewals – retro-active date

- | Standalone Fortiguard contracts renewals – no retro-activation
- | Multi Years contract renewals – no retro activation
- | Demo Units – no retro activation

### Does an end user claim his reseller partner in the ATS?

An end user is claiming his partner by selecting his reseller name while registering the unit.

If the unit is already registered the account owner can modify the reseller name on support. [fortinet.com](https://fortinet.com) or send an email to [renewals\\_emea@fortinet.com](mailto:renewals_emea@fortinet.com).

### How do I claim units?

You do not need to claim any assets, as this is already done by the end user during the registration process. All of your assets can be shown on Assets/Query My Assets, then click "Submit".

The Assets List can be downloaded to Excel.

### What to do if the claim has not been done by the customer or if I need to do any changes?

1. Click on « **CLAIMS** »
2. Click on « **NEW CLAIM ONLINE** »
3. Enter the Serial Numbers by separating them with a comma on the « **SERIAL NUMBER** » section
4. Enter the customer details information (Company Name, Address...)
5. Click on « **SUBMIT** »
6. The system will then give you the imported details. The number of units claimed and imported should be the same.
7. Your units are now claimed under your reseller name

Any issue? Please open a ticket at <https://partnerportal.fortinet.com> with the subject "ATS" or send an email to [renewals\\_emea@fortinet.com](mailto:renewals_emea@fortinet.com)

### How do I claim units for different customers in the ATS?

1. Click on « **CLAIMS** »
2. Click on « **CLAIMS IN BATCH** »



3. Click on «**DOWNLOAD TEMPLATE EXCEL**»

4. Fill in all requested data's of the excel list

5. Save this excel file on your computer

6. Click on «**BROWSE**»

7. Select your excel file

8. Click on «**UPLOAD**»

9. Your units are now claimed under your reseller name

Any issue? Please open a ticket at <https://partnerportal.fortinet.com> with the subject "ATS" or send an email to [renewals\\_emea@fortinet.com](mailto:renewals_emea@fortinet.com)

#### How can I find all the claims I have already done in the ATS?

1. Click on «**CLAIMS**»

2. Click in «**QUERY MY CLAIMS**»

3. Enter a Serial Number, a claimed date, customer name, a comment and/or a status to do your search

4. Click on «**SUBMIT**»

5. A list corresponding to your search will appear

6. This list can be exported in an excel file by clicking on «**DOWNLOAD**»

Any issue? Please open a ticket at <https://partnerportal.fortinet.com> with the subject "ATS" or send an email to [renewals\\_emea@fortinet.com](mailto:renewals_emea@fortinet.com)

#### How do I find my assets?

1. Click on «**ASSETS**»

2. Click on «**QUERY MY ASSETS**» and on «**SUBMIT**» to show all assets for which my reseller name has been selected during the registration process.

3. Enter a serial number, a product model, a claim comment, a partner name and/or a customer name and click on «**SUBMIT**»

4. A list corresponding to your search will appear. This list can be exported in an excel file by clicking on «**DOWNLOAD**»

#### How can I have an overview of my upcoming Renewals in the ATS?

1. Click on «**ASSETS**»

2. Click on «**UP COMING RENEWALS**»

3. Enter a Serial Number, product model, partner name, end user name, support level, next expiration date in 30 – 60 or 90 days, and/or expiration date from and until to do your search

4. Click on «**SUBMIT**»

5. A list corresponding to your search will appear. This list can be exported in an excel file by clicking on «**DOWNLOAD**»

#### How can I search units where I can do an upsell or an upgrade in the ATS?

1. Click on «**ASSETS**»

2. Click on «**UPSELL OPPORTUNITIES**»

3. Enter a Serial Number, a product model, a claim comment, a support type, a partner name, and/or an end user name to do your search

4. Click on «**SUBMIT**»

5. A list corresponding to your search will appear. This list can be exported in an excel file by clicking on «**DOWNLOAD**»

#### How do I use the Serial Number Query in the ATS?

1. Click on «**SN / CONTRACT QUERY**»

2. Enter a Serial Number

3. Click on «**SUBMIT**»

4. Shows Current Support Coverage, Warranty Information, Contract Information History

5. Shows Unit Shipment date, Unit Warranty Type (Demo, Bundle, Standard) and Sales Order #

6. No End User details will be displayed

#### How can I use the Contract Query in the ATS?

1. Click on «**SN / CONTRACT QUERY**»

2. Enter a Contract number

3. Click on «**SUBMIT**»
4. Shows Contract Creation Date, Sales Order # and PO #
5. Contract Registration Code and Serial Number the contracts is registered on
6. Contract Registration Date and Contract Terms
7. No End User details will be displayed

## FAQ – Registration of Services

### What is Fortinet registration services policy?

Customer must register the “Service Contract Registration Number” which references the purchased service or the product serial number for hardware bundle, within 365 days from the date of the original shipment by Fortinet of the Service Contract or Hardware Bundle to its Distributor, FortiPartner or Customer, whichever originally purchased directly from Fortinet. Multi-year contract will auto start after 100 days from Fortinet shipment to Distributor if it hasn’t been registered, contract end date = contract creation date + term of contract.

### When do FortiCare and FortiGuard start for a bundle?

The start date for both FortiCare support and FortiGuard subscription services begins when the support and services contracts are registered. The support and service contract will automatically be activated 100 days from Fortinet shipment date to Distributor.

### When does FortiCare support start for a hardware-only purchase with 1-year of 24x7 FortiCare support?

The FortiCare 24x7 support starts when the contract is registered and overrides the hardware and software warranties.

For large MSSPs that may purchase hardware, FortiCare 24x7, and FortiGuard ala carte, both FortiCare and FortiGuard start at contract registration and override the hardware and software warranties.

### When does FortiCare support start for a hardware-only purchase with 1-year of 8X5 FortiCare support?

The FortiCare 8X5 support starts when the contract is registered and overrides the hardware and software warranties.

If the customer wishes to upgrade to FortiCare 24x7 or to purchase FortiGuard services a la carte, they would typically work with the Fortinet Customer Service to work out a co-term arrangement. This involves adding time to the original FortiCare contract so that both the



FortiCare and FortiGuard services end at the same time. This streamlines later renewals and simplifies budgeting for the customer.

*NB: first year upgrade SKU only workable for 8X5 bundle warranty to 24x7, after a support contract being added to either 8X5 bundle or standard unit, upgrade 24x7 can only be done through co-term arrangement.*

### When does the 90-day limited software warranty start?

A: The 90-day limited software warranty starts the day a product is registered as long as it is within 365 days of shipment.

### What is included in the 90-day limited software warranty?

The 90-day limited software warranty consists of:

- | 90-days firmware/software updates
- | 90-days 8X5 technical assistance
- | 90-days return and replace RMA

### What other support options are available for customers?

A: Fortinet offers end-users multiple options for FortiCare contracts so that end-users can obtain the right level of support for their organization’s needs. Attractively priced options include 24x7 support with advanced hardware replacement, Premium Support with technical account management, Premium RMA support with enhanced service levels, and Secure RMA service with an enhancement to the Forticare Return& Replace, Advanced Replacement or Premium RMA hardware replacement service.



## FAQ – Customer Support

### Where can I access Fortinet Knowledge Center?

You can access the knowledge center through the Partner Portal or at <http://kb.fortinet.com/kb/microsites/microsite.do>

### How do I access Product and Registration Documentation?

You can view the documentation for Fortinet Support Portal for Product Registration, Contract Registration, Ticket Management, and Account Management by accessing the Fortinet knowledge center at <http://kb.fortinet.com/kb/microsites/search.do?cmd=displayKC&docType=kc&externalId=FD32312>

### How do I access and register for the Technical Forum?

The login to the Fortinet Technical Discussion Forums is completely separate from a customer's account on the Support Portal or the Partner portal.

1. Connect to <https://forum.fortinet.com>
2. Click « **JOIN US NOW!** » while for existing user just click « **LOGIN** »
3. Enter in the required information to complete the registration
4. Once the registration is completed, you will see the message displays as “You have successfully registered. Administrator will approve your registration in a while”
5. You will receive an email to inform that your account has been approved.
6. Another email will be sent by administrator with the username and password.

### How to register a large number of devices or contracts (Bulk registration)?

<http://kb.fortinet.com/kb/microsites/search.do?cmd=displayKC&docType=kc&externalId=FD36115>

### How to obtain an extension of services while waiting for a contract renewal?

<http://kb.fortinet.com/kb/microsites/search.do?cmd=displayKC&docType=kc&externalId=FD36118>

### How to register a used device which has been purchased second hand?

<http://kb.fortinet.com/kb/microsites/search.do?cmd=displayKC&docType=kc&externalId=FD36119>

### How to remove a registered device from an account?

<http://kb.fortinet.com/kb/microsites/search.do?cmd=displayKC&docType=kc&externalId=FD36116>

### How to move a contract that has been registered against the wrong Serial Number?

<http://kb.fortinet.com/kb/microsites/search.do?cmd=displayKC&docType=kc&externalId=FD36123>

### How to move registered products from another partner or company?

<http://kb.fortinet.com/kb/microsites/search.do?cmd=displayKC&docType=kc&externalId=FD36125>

### How to change the account ID (email address) used for product registration?

<http://kb.fortinet.com/kb/microsites/search.do?cmd=displayKC&docType=kc&externalId=FD36126>

## FAQ Training and Certification

### How do I gain access to the Fortinet Learning Institute

The Learning Institute is accessible via the Partner Portal.

### How long does it take to follow and be certified on each level?

The time required preparing for any particular level of the NSE Program is based on the amount of time an individual can allot to study, the amount of experience they possess and their individual aptitude. Lower levels of the program can be achieved in a fairly short period of time, given one's situation. Mid to upper level technical levels NSE 4 – 7 require a greater investment in time and resources to attend more formal training, proctored labs and exams. NSE 8, depending on the amount of knowledge and skill gained through experiential learning, can require many months to prepare; NSE 8 is an expert level assessment only part of the program and is intended only for well-seasoned technical professionals.

### How many seats per session?

An unlimited number of partner individuals can participate in the self-paced versions on any training available. There is a limit to the number of seats that partners can reserve in the instructor Facilitated Labs, i.e. NSE 4 FortiGate I & II. Partners can only occupy 6 seats per no fee, Facilitated Lab.

For instructor led, fee based training classes there is no capacity limitation up to the maximum number of seats in any given class.



**What happens if I register for an instructor led class, such as a Fortigate I & II Facilitated Lab and cannot attend.**

Partner individuals that register for an instructor class or lab and are unable to attend must contact Fortinet Technical Training before the class or lab begins, using the contact information at the end of this document and request to be moved to another class or lab, or request to be unregistered. Failure to do so may prevent them from registering for, or attending a follow on class or lab.

**Can we organize an online session for a specific company?**

Partners can schedule company specific, for fee classes. Contact Fortinet Technical Training at the regional alias ending this FAQ.

**Would full NSE program be available through ATC?**

Fortinet ATCs may offer any class, in any territory that they are authorized to do so. ATCs will not offer any examinations at this time, unless they have a formal relationship with our examination partner Pearson Vue.

**Are the proctored (NSE 4, NSE8) examinations free to partners?**

**Where can I purchase an exam voucher?**

Proctored exams are not free to partners. Exam vouchers can be purchased from your distributors, Fortinet local ATC, or by visiting the Pearson VUE webpage.

**What is the process for end customers to follow the training?**

Customers do not participate in NSE 2 – 3, but may use NSE 1 if they wish. NSE 4 is the entry point for end-user /customers. For recognition at any level, all other requirements apply.

**Will we have online boot-camp for channel (the Gold/Platinum) to do in one go NSE 5 to 8.**

Fortinet Technical Training is looking at special training programs for highly qualified, well vetted individuals. Those programs are future and to be determined.

NSE 8 is an examination ONLY level and there is no formal training outside of the other levels NSE 1 – 7. It is based on experiential learning. Any person wishing to go directly to NSE 8, passing the written exam through Pearson Vue, followed by the NSE 8 Practical exam may do so. Completion of NSE 8 satisfies all other requirements.

NSE 8 recertification is required every 2 years by completing the current written exam.

**Where can I receive an answer to something that is not covered in this document?**

Please email the appropriate email alias with additional questions:

| APAC: [APACtraining@fortinet.com](mailto:APACtraining@fortinet.com)

| EMEA: [EMEAttraining@fortinet.com](mailto:EMEAttraining@fortinet.com)



## LOCAL OFFICES

### EMEA

#### EMEA SALES OFFICE

905 rue Albert Einstein  
06560 Valbonne  
France  
Tel: +33 4 8987 0500  
Fax: +33 4 8987 0501

#### FRANCE

TOUR ATLANTIQUE  
24ème étage, 1 place de la Pyramide  
92911 Paris La Défense Cedex  
France  
Tel: +33 1 8003 1655

#### AUSTRIA

Wienerbergstrasse 7/D/12<sup>th</sup> floor  
1100 Vienna  
Austria  
Sales: +43 1 22787 120  
Fax: +43 1 22787 200

#### BELGIUM / LUXEMBOURG

Pegasuslaan 5  
1831 Diegem  
Belgium  
Sales: +32 0 2 716 49 27  
Fax: +32 0 2 716 47 27

#### CZECH REPUBLIC

Pekarska 10  
150 00 Prague 5  
Czech Republic  
Sales: +420 773 788 788  
Email: csr\_sales@fortinet.com

#### DENMARK

Tuborg Boulevard 12  
DK-2900 Hellerup  
Denmark  
Tel: +45 3694 4408  
Email: fortinet\_denmark@fortinet.com

#### FINLAND

Keilaranta 16B, 5<sup>th</sup> Floor  
02150 Espoo  
Finland  
Sales: + 420 773 788 788  
Email: finland@fortinet.com

#### GERMANY

Feldbergstraße 35  
60323 Frankfurt  
Germany  
Tel: +49 69 310 192 0  
Fax: +49 69 310 192 22

#### HUNGARY

Capital Square Office Building  
Váci út 76. 1. Tower 3<sup>rd</sup> floor  
1133 Budapest  
Hungary  
Tel: +36 1 883 5169

#### ISRAEL

6 Hachoshlim St., 1<sup>st</sup> Floor  
P.O. Box 12006  
Herzliya Pituach 46722  
Israel  
Tel: +972 77 6935670  
Fax: ++972 77 6935601

#### IRELAND

28-32 Upper Pembroke Street  
Dublin  
Ireland  
Sales: +353 1 6087703

#### ITALY (Rome)

Via del Casale Solaro, 119  
00143 ROMA  
Italy  
Tel: +39 06 51573 330  
Fax: +39 06 51573 390

#### ITALY (Milano)

Centro Torri Bianche – Palazzo Tiglio  
20871 Vimercate (MB)  
Italia  
Tel: +39 039 687211

#### NORWAY

Fortinet Norway  
Filipstad Brygge 1  
Oslo N-0252  
Norway  
Tel: +47 21 08 47 81  
Email: fortinet\_norway@fortinet.com

#### POLAND

59 Zlota Str.  
LUMEN Bldg (in OFFICE, 6<sup>th</sup> floor)  
00-120 Warsaw  
Poland  
Tel: +48 22 449 00 29  
Fax: +48 22 449 00 01

#### RUSSIA

Smolenskaya square 3  
Regus, office 610  
Moscow  
Russia  
Tel: +7 499 9552499  
Email: russia@fortinet.com

#### SAUDI ARABIA

Level 1, Building 7, Zone A  
Airport road, Business Gate  
P.O Box 93597 Riyadh 11683  
Saudi Arabia  
Tel: +966 1 261 1402  
Fax: +966 1 261 1550

#### SPAIN

Avenida Europa, 24- Edif.B,Pt.2-B  
28108 Alcobendas (Madrid)  
Spain  
Tel: +34 915 024 874  
Fax: +34 911 126 769

#### SWEDEN

Waterfront building  
Blekholsmsgatan 2F  
Stockholm 11164  
Sweden  
Sales: +46 8 655 2695

#### SWITZERLAND

Riedmuehlestr. 8  
CH-8305 Dietlikon, Zurich  
Switzerland  
Tel: +46 70 237 9090

#### THE NETHERLANDS

Regus WTC Utrecht Papendorp  
Papendorpseweg 100  
3528 BJ Utrecht  
The Netherlands  
Tel: +31 (0) 30 799 1008

#### UNITED KINGDOM

Fortinet (UK) Ltd.  
Floor 6, 120 Old Broad Street  
London EC2N 1AR  
United Kingdom  
Tel: +44 (0) 203 752 6880

#### UNITED ARAB EMIRATES

Suite 105  
Arjaan Business Tower  
Dubai Media City  
P.O. Box 502276, Dubai  
United Arab Emirates  
Tel: +971 4 423 9601  
Fax: +971 4 426 4698

#### TURKEY

Saray Mah. Doktor Adnan Büyükdeniz  
Cad.  
No:4 Akkom Ofis Park 2. Blok Kat:10  
Ümraniye-Istanbul 34768  
Office: +90 (216) 250 3259 /60

### APAC

#### APAC TECH SUPPORT CENTER (in English)

Level 36  
Menara Standard Chartered  
30 Jalan Sultan Ismail  
50250 Kuala Lumpur, Malaysia  
Tech Support: +603.2711.7391

#### AUSTRALIA

Level 7, 2-10 Loftus Street  
Sydney, NSW 2000  
Australia  
Tel: +61 2 8007 6000  
Fax: +61 2 8007 6009

#### CHINA

12FL, Zhongxin Plaza,  
52 North Fourth-Ring West Road  
Haidian District  
Beijing,100080, China  
Tel: 8610 6296 0376  
Fax: 8610 6296 0239

#### HONG KONG

Fortinet International, Inc.  
Suite 1508-10, Cityplaza One  
Taikoo Shing,  
Hong Kong  
Tel: +852 3708 3500

#### INDIA

Fortinet Technologies India  
Pvt Ltd  
No. 9, Esquire Centre,  
Ground Floor, B Wing,  
M.G. Road,  
Bangalore 560 001  
Ph: 080 41321689/99

Fortinet Technologies India Pvt Ltd  
C2-002, Ground Floor  
Tower-C, The Millennia  
No 1 & 2, Murphy Road, Ulsoor  
Bangalore – 560 008

#### INDONESIA

50/F Menara BCA Grand Indonesia  
Jl. MH. Thamrin No. 1  
Jakarta 10310  
Indonesia  
Tel: 62 21 2358 4548  
Fax: 62 21 2358 4401

#### JAPAN

8<sup>th</sup> Fl., Sumitomo Fudosan  
Roppongi-dori Bldg.  
7-18-18, Roppongi, Minato-ku  
Tokyo, 106-0032  
Japan  
Tel: +81 3 6434 8531  
Fax: +81 3 6434 8532

#### KOREA

15<sup>th</sup> Fl. Haeam Bldg., 983-1  
Daechi-dong, Gangnam-gu, Seoul  
Korea(135-280)  
Tel: +82 70 7126 1111  
Fax: +82 2 512 5998

#### MALAYSIA

Suite 33A-02/03, Level 33A  
Menara Keck Seng  
203, Jalan Bukit Bintang  
55100 Kuala Lumpur  
Malaysia  
Tech Support: +603 2711 7391  
Sales: +603 2711 1770  
Sales Fax: +603 2711 1772

#### PHILIPPINES

32<sup>nd</sup> Street., One World Place  
Bonifacio Global City,  
Taguig City 1634, Philippines  
Tel: +632 808 8798  
Fax: +632 621 0646

#### SINGAPORE

300 Beach Road #20-01  
The Concourse  
Singapore 199555  
Tel: +65 6395 2788  
Fax: +65 6295 0015

#### TAIWAN

2F, No. 176, Xing'ai Rd,  
Neihu Dist.  
Taipei City, 11494, Taiwan  
Tel: 886 2 2796 1666  
Fax: 886 2 2796 0999

#### THAILAND

Level 25, Unit ML2511  
The Offices at Central World  
999/9 Rama 1 Road  
Bangkok 10330, Thailand  
Tel: +66 2 207 2493 94



# About Fortinet

Fortinet (NASDAQ: FTNT) secures the largest enterprise, service provider, and government organizations around the world. Fortinet empowers its customers with intelligent, seamless protection across the expanding attack surface and the power to take on ever-increasing performance requirements of the borderless network - today and into the future. Only the Fortinet Security Fabric architecture can deliver security without compromise to address the most critical security challenges, whether in networked, application, cloud or mobile environments. Fortinet ranks #1 in the most security appliances shipped worldwide and more than 290,000 customers trust Fortinet to protect their businesses.

Learn more at [www.fortinet.com](http://www.fortinet.com), the [Fortinet Blog](#), or [FortiGuard Labs](#).







### Americas Headquarters

899 Kifer Road  
Sunnyvale, CA 94086  
United States

Tel: +1 408 235 7700  
Fax: +1 408 235 7737

### EMEA Sales Office

905 rue Albert Einstein  
06560 Valbonne  
France

Tel: +33 4 8987 0500  
Fax: +33 4 8987 0501

### APAC Sales Office

300 Beach Road 20-01  
The Concourse  
Singapore 199555

Tel: +65 6395 2788  
Fax: +65 6295 0015

[www.fortinet.com/sales](http://www.fortinet.com/sales)



**FORTINET**®

